

Due Date \_\_\_\_\_ Today's Date 1-10-00  
 USSN/USP 09/400 320 RAB&G FILE NO. 37770 BY JTB/gal  
 In Re John C. Mears et al.  
 For A Contact Center System Capable of Handling Multiple Media Types of Contacts and Method for Using etc.  
 The following was received in the U.S. Patent & Trademark Office on the date stamped hereon.  
☒ Check for \$ 1,072.00  
☐ Specification \_\_\_\_\_ pgs. \_\_\_\_\_ claims  
☒ Combined Decl., Petition & Power  
☐ Assignment  
☐ Drawings \_\_\_\_\_ Sheets ☐ Formal ☐ Informal  
☐ Small Entity Statement  
☐ Claim for Priority & [ ] Document  
☐ Information Disclosure Statement  
☐ Trademark Application & \_\_\_\_\_ Specimens  
☐ Rule 60 Appln. ☐ Rule 62 Appln.  
☐ Amendment ☐ Response  
☐ Notice of Appeal  
☐ Brief ☐ Req. Oral Hearing  
☐ Issue Fee Transmittal  
☐ Trademark Renewal Application  
☐ Decl. of Use ☐ 8 ☐ 15  
☐ Petition to Extend \_\_\_\_\_ mos./days  
☒ Completion of Application  
☒ Preliminary Amendment  
☐ \_\_\_\_\_  
☐ Due Date Not Related To Response

53345

ROYLANCE ABRAMS, BERDO & GOODMAN, L.L.P.  
 1225 CONNECTICUT AVE., N.W., SUITE 315  
 WASHINGTON, DC 20038

DATE 1-10-00 15-7011919  
 2540

PAY  
 TO THE  
 ORDER OF

COMMISSIONER OF PATENTS &amp; TRADEMARKS

\$ 1,072.00

DOLLARS

One Thousand Seventy-Two 00/100

CITIBANK®

CITIBANK P.B.B. 1-800-925-1007  
 P.O. BOX 18562  
 WASHINGTON, DC 20036-0562

37770

John E. Holman

FOR

⑆053345⑆ ⑆254070⑆ ⑆6671 ⑆592⑆

## LAW OFFICES

## ROYLANCE, ABRAMS, BERDO &amp; GOODMAN, LLP

1300 19TH STREET, N. W., SUITE 600

WASHINGTON, D. C. 20036

(202) 659-9076

INTELLECTUAL PROPERTY ATTORNEYS

FRANK E. ROBBINS (RETIRED)

D. C. ROYLANCE (1920-1995)

FACSIMILE:

(202) 659-9344

DAVID S. ABRAMS  
ROBERT H. BERDO  
ALFRED N. GOODMAN  
MARK S. BICKS  
RICHARD A. FLYNT  
JOHN E. HOLMES  
MICHAEL T. MURPHY  
LANCE G. JOHNSON  
DEAN H. NAKAMURA, Ph.D.  
STACEY J. LONGANECKER  
JOSEPH J. BUCZYNSKI  
WAYNE C. JAESCHKE, JR.  
ANTIGONE E. JUVELIS  
TARA LASTER HOFFMAN  
JEFFREY J. HOWELL  
AISHA AHMAD  
MATTHEW J. LESTINA  
\*ND BAR \*VA BAR \*NY BAR

OF COUNSEL  
GARRETT V. DAVIS

September 18, 2000

37770

DELIVER TO: Carol Bannes

FROM: Aisha Ahmad

RECEIVING FAX NO.: (703) 306-4003

TOTAL NUMBER OF PAGES (INCLUDING THIS PAGE): 10

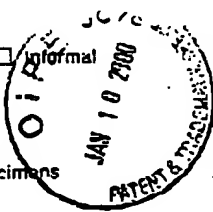
RECEIVING OPERATOR - PLEASE CALL US IMMEDIATELY AT 202-659-9076  
IF ALL PAGES ARE NOT RECEIVED. OUR FAX NO. IS 202-659-9344.

CONFIDENTIALITY NOTICE!

Information contained in this facsimile is privileged and confidential information, intended solely for the use of the individual(s) indicated above. If you have received this communication in error, please contact the sender immediately at (202) 659-9076 and return this facsimile to the address above. Any use, dissemination, distribution, copying or other use of the information contained in this communication by anyone other than the addressee is strictly prohibited.

Due Date Jan. 10, 2000 Today's Date 1-10-00  
USSN/USP 09/400,320 PAB&G FILE NO. 37770 BY: JTB/ptl  
In Re: John C. Meers et al.  
For A Contact Center System Capable of Handling Multiple Media Types of Contacts and Method for Lts. etc.  
The following was received in the U.S. Patent & Trademark Office on the date stamped herein.

<input checked="" type="checkbox"/> Check for \$ <u>1,072.00</u>	<input type="checkbox"/> Amendment <input type="checkbox"/> Response
<input type="checkbox"/> Specification _ pgs. _ claims	<input type="checkbox"/> Notice of Appeal
<input checked="" type="checkbox"/> Combined Decl., Petition & Power	<input type="checkbox"/> Brief <input type="checkbox"/> Req. Oral Hearing
<input type="checkbox"/> Assignment	<input type="checkbox"/> Issue Fee Transmittal
<input type="checkbox"/> Drawings _ Sheets <input type="checkbox"/> Formal <input type="checkbox"/> Informal	<input type="checkbox"/> Trademark Renewal Application
<input type="checkbox"/> Small Entity Statement	<input type="checkbox"/> Decl. of Use <input type="checkbox"/> 6 <input type="checkbox"/> 15
<input type="checkbox"/> Claim for Priority & <input type="checkbox"/> Document	<input type="checkbox"/> Petition to Extend _ mos./days
<input type="checkbox"/> Information Disclosure Statement	<input checked="" type="checkbox"/> Completion of Application
<input type="checkbox"/> Trademark Application & _ Specimens	<input checked="" type="checkbox"/> <u>Preliminary Amendment</u>
<input type="checkbox"/> Rule 60 Appln. <input type="checkbox"/> Rule 62 Appln.	<input type="checkbox"/> Due Date Not Related to Response



PATENT

37770

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

John C. Mears et al.

Serial No.: 09/400,320

Filed: September 21, 1999

For: A Contact Center System Capable of  
Handling Multiple Media Types of Contacts  
and Method for Using the Same

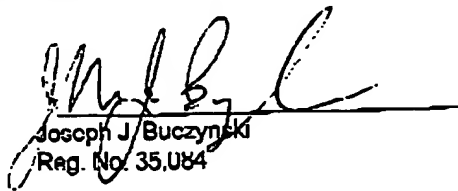
Attention: Box Missing Parts

COMPLETION OF APPLICATION UNDER 37 C.F.R. § 1.53ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Sir:

In response to the Communication dated October 8, 1999, copy attached, submitted herewith are:

- ☒ An executed Declaration and Power of Attorney.
- ☒ Applicant(s) petition(s) for an extension of one month(s) to respond and submits herewith the fee of \$110.
- ☒ Filing fee, \$760, surcharge \$130, and additional claims fee, \$72.
- ☒ A check in the amount of \$1,072 is attached.
- ☒ The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 18-2220. A duplicate copy of this sheet is attached.
  - ☒ Any additional excess claim fees under 37 C.F.R. § 1.16.
  - ☒ Any additional patent application processing fees under 37 C.F.R. § 1.17.

  
Joseph J. Buczynski  
Reg. No. 35,084Roylance, Abrams, Berdo & Goodman, L.L.P.  
1225 Connecticut Avenue, N.W.  
Washington, D.C. 20036-2680  
(202) 639-9076Dated: January 10, 2000

Completion Rec 8, 1999



UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark Office  
Address: COMMISSIONER OF PATENTS AND TRADEMARKS  
Washington, D.C. 20510

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NO./TITLE
--------------------	---------------------	-----------------------	---------------------------

09/400,320 09/21/99 MEARS

J 37779

0762/1008

NOT ASSIGNED

JOSEPH J BUCZYNSKI  
ROYLANCE ABRAMS BERDO & GOODMAN LLP  
1225 CONNECTICUT AVE NW  
STE 315  
WASHINGTON DC 20036-2680

2742

DATE MAILED:

10/08/99

### NOTICE TO FILE MISSING PARTS OF APPLICATION

Filing Date Granted

An Application Number and Filing Date have been assigned to this application. The items indicated below, however, are missing. Applicant is given TWO MONTHS FROM THE DATE OF THIS NOTICE within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a). If any of items 1 or 3 through 5 are indicated as missing, the SURCHARGE set forth in 37 CFR 1.16(e) of \$65.00 for a small entity in compliance with 37 CFR 1.27, or \$130.00 for a non-small entity, must also be timely submitted in reply to this NOTICE to avoid abandonment.

If all required items on this form are filed within the period set above, the total amount owed by applicant as a:  
☐ small entity (statement filed) ☒ non-small entity is \$ 760.00

1. The statutory basic filing fee is:

☒ missing.

☐ insufficient.

Applicant must submit \$ 760.00 to complete the basic filing fee and/or file a small entity statement claiming such status (37 CFR 1.27).

2. The following additional claims fees are due:

\$ 72 for 4 total claims over 20.

\$        for        independent claims over 3.

\$        for multiple dependent claim surcharge.

Applicant must either submit the additional claim fees or cancel additional claims for which fees are due.

3. The oath or declaration:

☒ is missing or unsigned.

☐ does not cover the newly submitted items.

An oath or declaration in compliance with 37 CFR 1.63, including residence information and identifying the application by the above Application Number and Filing Date is required.

4. The signature(s) to the oath or declaration is/are by a person other than inventor or person qualified under 37 CFR 1.42, 1.43, or 1.47.

A properly signed oath or declaration in compliance with 37 CFR 1.63, identifying the application by the above Application Number and Filing Date, is required.

5. The signature of the following joint inventor(s) is missing from the oath or declaration:

An oath or declaration in compliance with 37 CFR 1.63 listing the names of all inventors and signed by the omitted inventor(s), identifying this application by the above Application Number and Filing Date, is required.

6. A \$50.00 processing fee is required since your check was returned without payment (37 CFR 1.21(m)).

7. Your filing receipt was mailed in error because your check was returned without payment.

8. The application was filed in a language other than English.

Applicant must file a verified English translation of the application, the \$130.00 set forth in 37 CFR 1.17(k), unless previously submitted, and a statement that the translation is accurate (37 CFR 1.52(j)).

9. OTHER:

Direct the reply and any questions about this notice to "Attention: Box Missing Parts."

A copy of this notice **MUST** be returned with the reply.

Customer Service Center  
Initial Patent Examination Division (703) 308-1202